



ROSATOM

State Atomic Energy Corporation "Rosatom"

Creation of Knowledge Networks – the Best Practices from Russian Communities of Practice

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Advisor

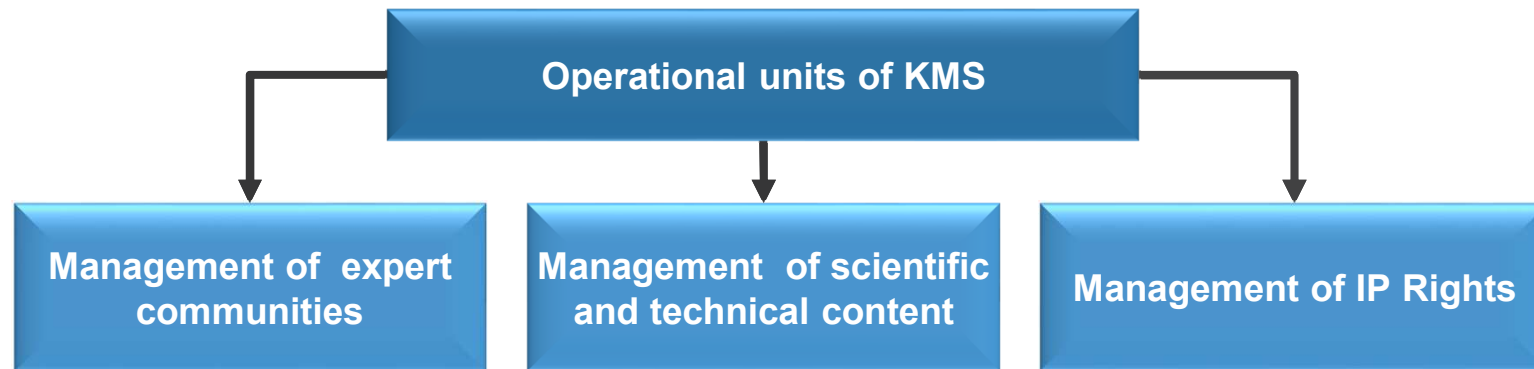
State Atomic Energy Corporation ROSATOM

Vienna, IAEA

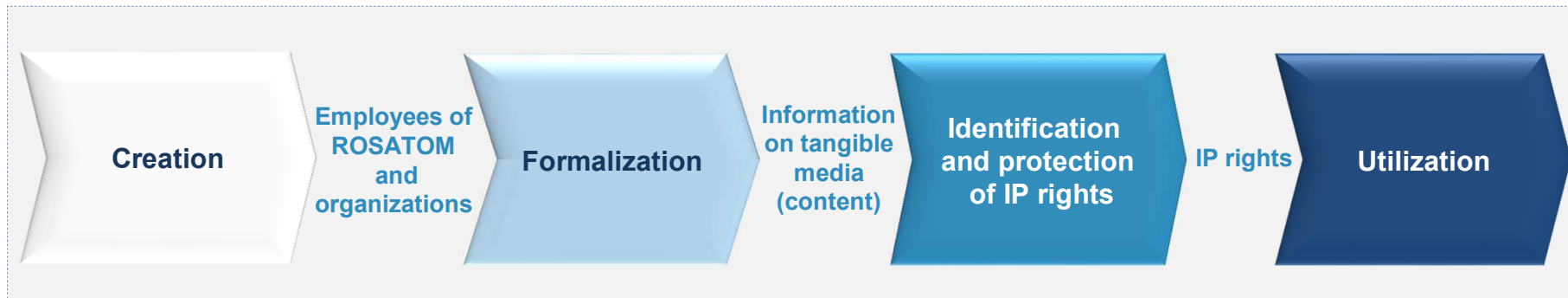
May 2014



Model of ROSATOM KMS

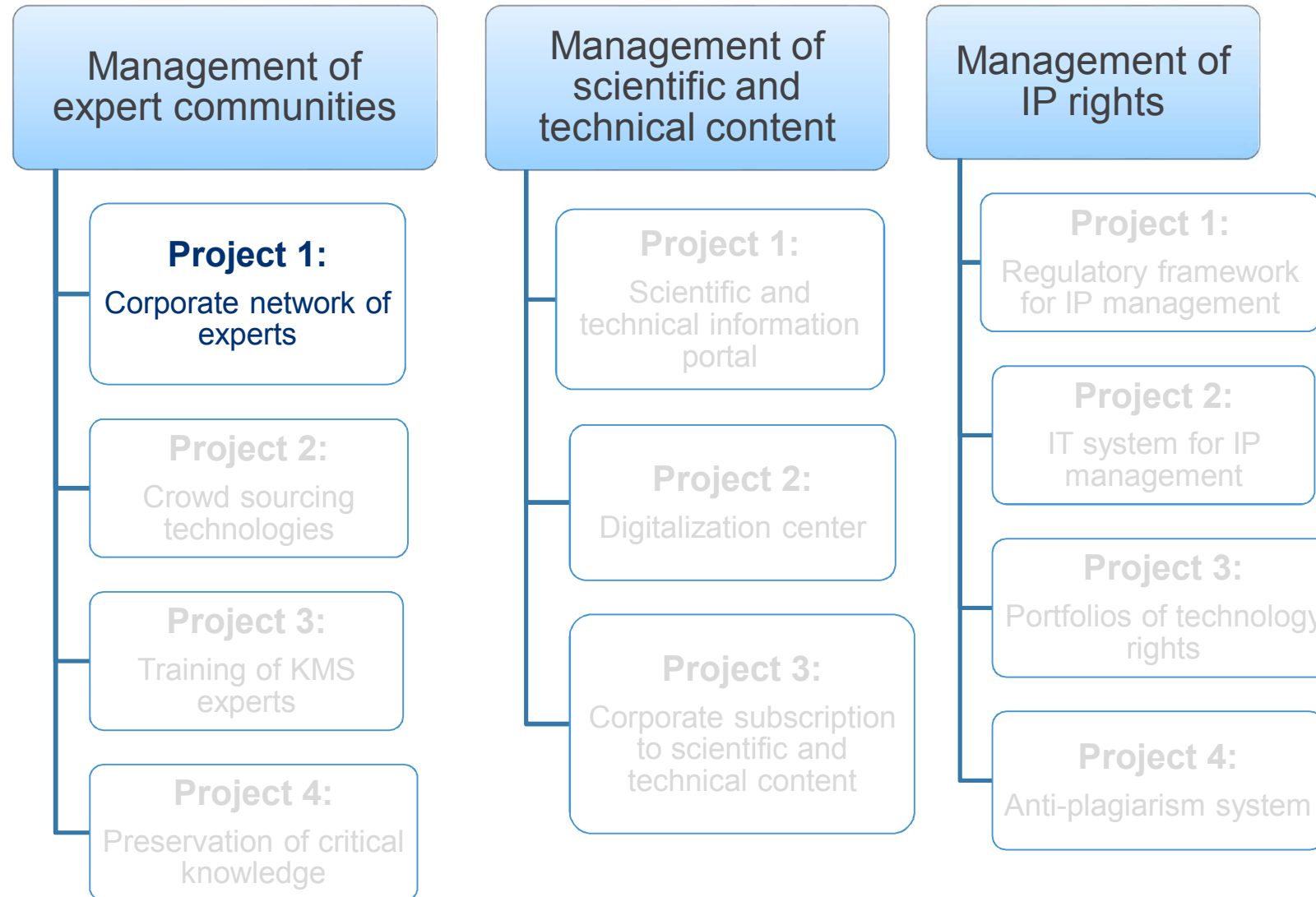


Life-cycle of knowledge

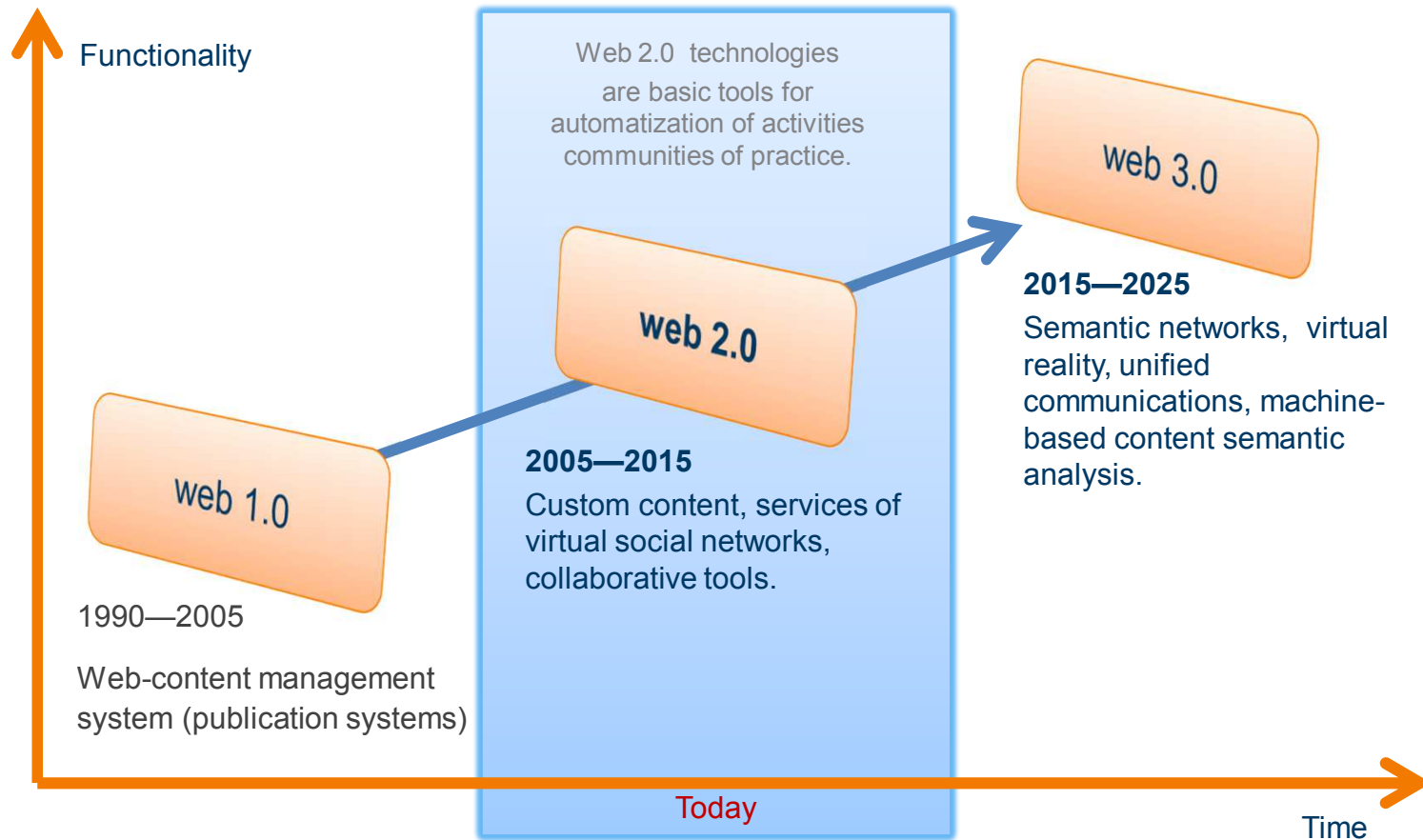


*KMS – Knowledge Management System

ROSATOM KM Programme



Evolution of Web-applications and Tools



Development of Basic Principles and Guidelines for Communities



- **Personification** — personification of system users (Non-anonymity).
- **Obligatoriness** — obligatory participation (within job responsibilities) of key members and voluntary participation of other users.
- **Transparency** — open and free communications within a community framework.
- **Responsibility** — personal responsibility for information or content placement.
- **Control** — presence of community coordinator/moderator in the system.
- **Availability:**
 - Ease of system tools use for major part of users;
 - Functioning of the System in onsite ROSATOM Corporate network at start, with further connection of internet-communities
- **Safety** — to ensure information security by technical means



Communities of Practice. Design Principle.

Sponsor

Initiate community creation, provide “recognized” status to the community in organization, allocate resources to support activity of communities, provide feedback on key issues and etc.

Moderator

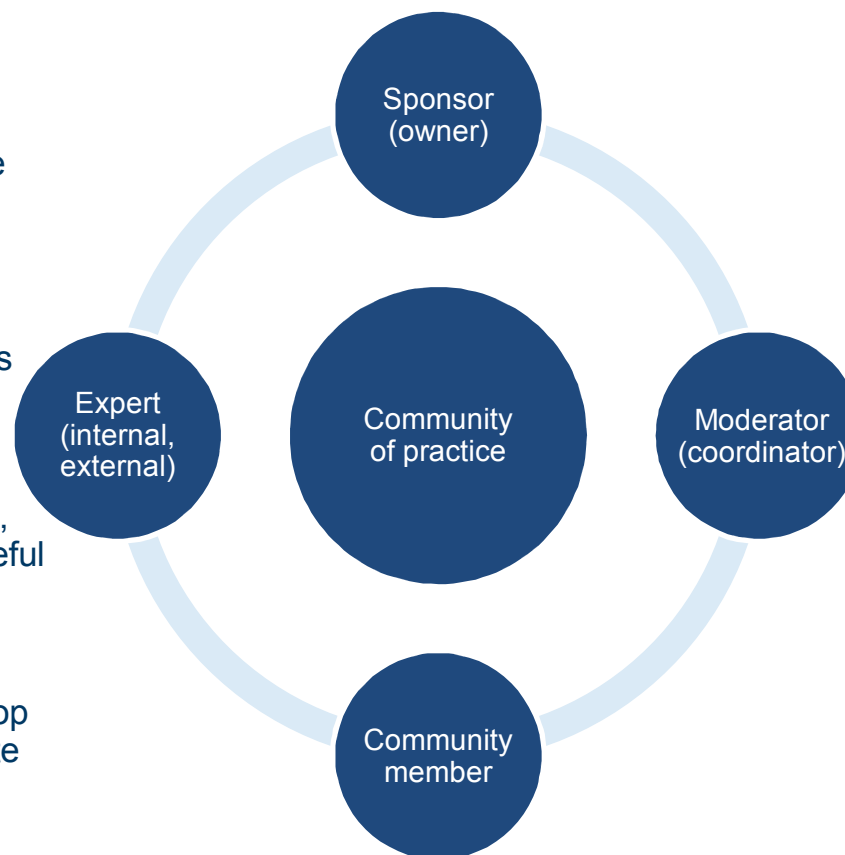
Organize and plan community work, creates events, start discussions, assign and track execution of tasks and etc.

Expert

Facilitate knowledge exchange, interpret information, answer questions, lead discussions, recommend useful material and publications and etc.

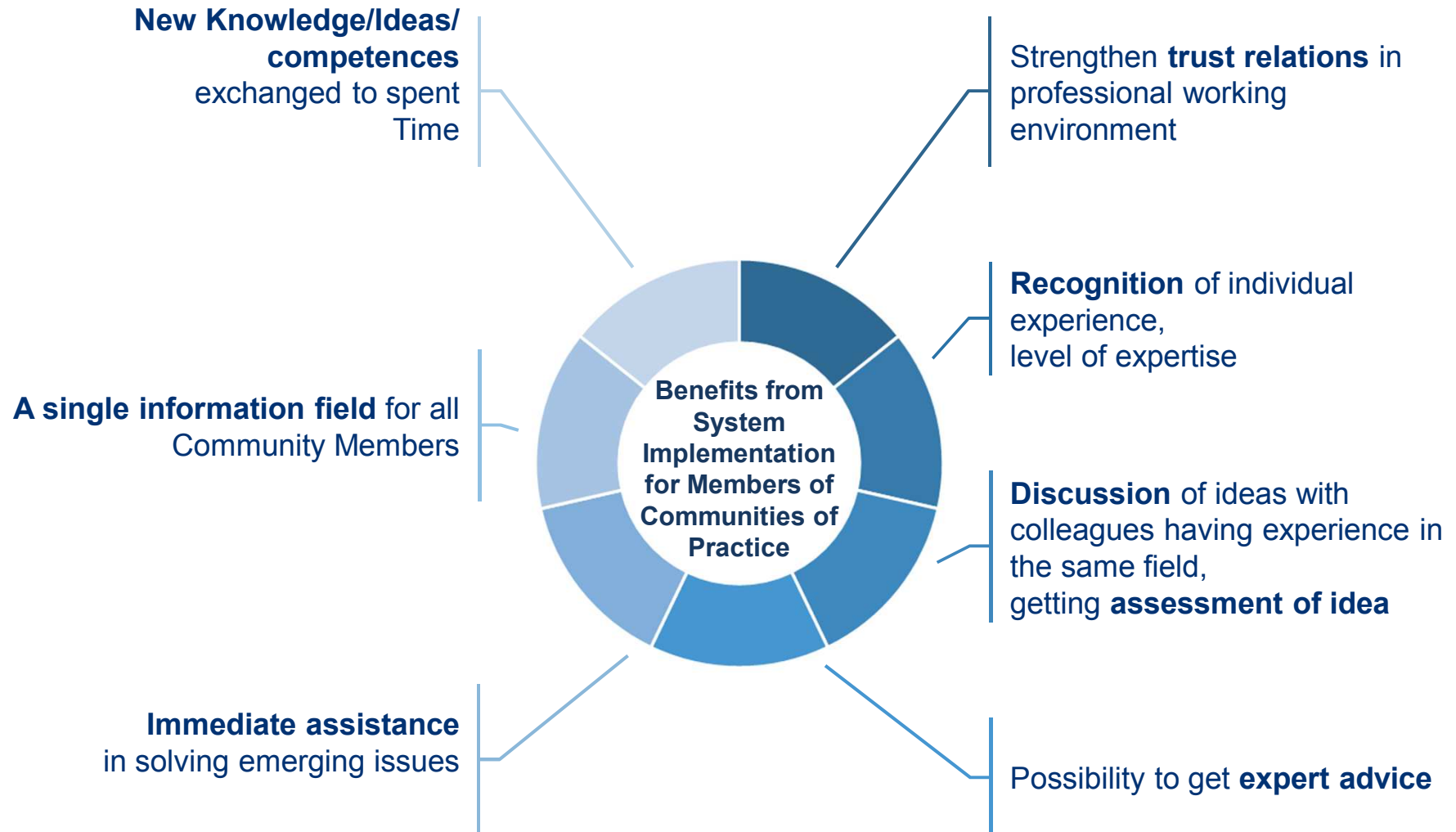
Community Members

Participate in community work, collaboratively develop documents, perform tasks, can initiate and participate in discussions, ask questions and etc.



Community of practice/practitioners – group of people, which unites in a framework of common problems and interests in order to exchange knowledge and learn from each other (Wenger, McDermott and Snyder, 2002) **while solving work tasks**

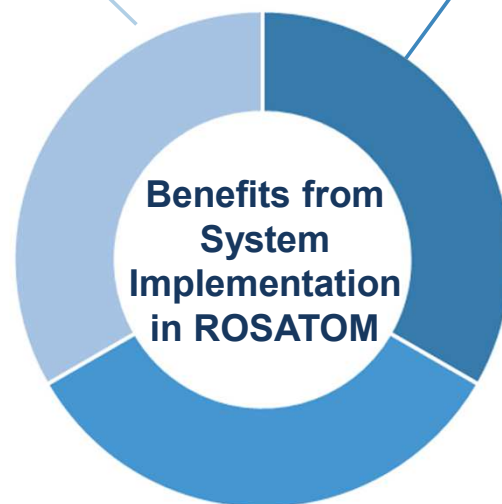
What Members of Communities of Practice Get?



What ROSATOM Gets?

Increase Productivity:

- Preservation of knowledge and information, obtained during implementation of projects or solving work tasks;
- Reducing the cost of communications;
- Strengthening horizontal networks;
- Reduce risk of "double work", "reinventing the wheel", repeating the mistakes due to reuse of existing knowledge.



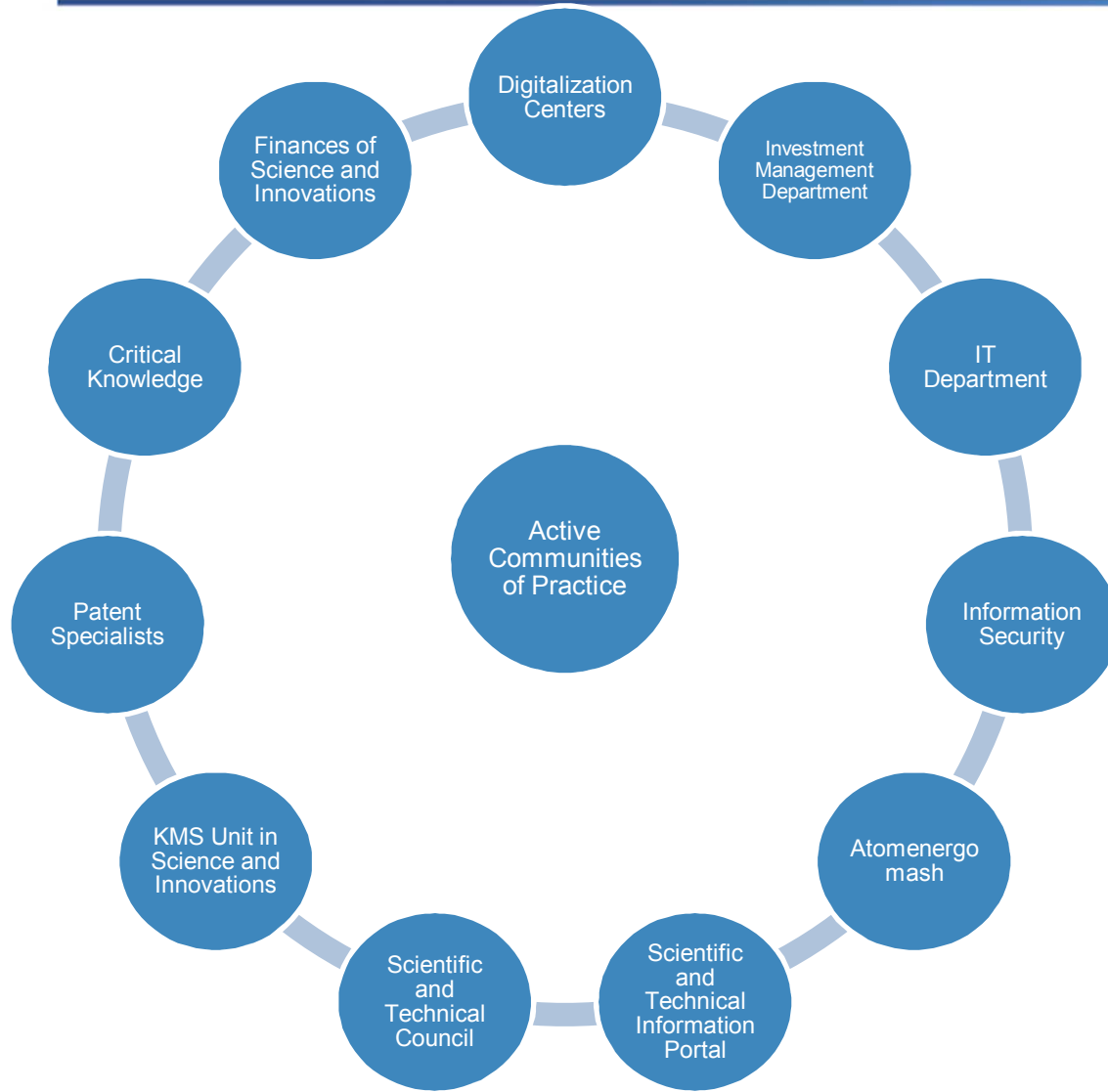
Facilitation of Employees Adaptation and Education:

- Quick adaptation of new employees into workflow;
- Quick experts search or relevant information for solving work tasks/issues;
- Accelerated training by transferring necessary knowledge, skills, professional secrets from professionals to newcomers, as well as transfer of corporate values and elements of organizational culture.

Support of Innovations:

- Discuss new or different point of views, exchange ideas and opinions, in atmosphere of transparency and trust.

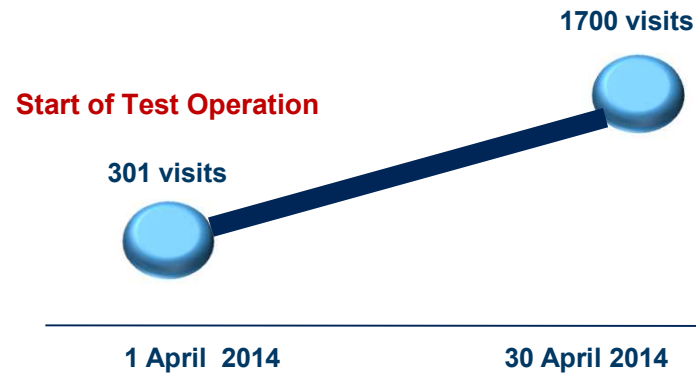
Communities of practice. Status. Perspectives.



Planned Communities 2014

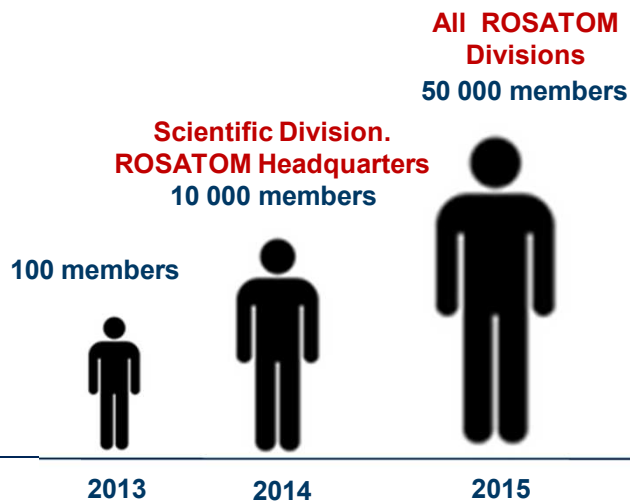


Communities of Practice. Statistics. Test Operation.



CoP Visit Dynamics

Metrics	Value (current)	Value (Previous)	Trend
Total views	1 700	301	464,78%



CoP Connection Dynamics

Professional network of experts
Выходные ИС УКСС

Библиотека документов
Медиафайлы
Банк идей
Задачи
Журнал сообщества
Энциклопедия
Ссылки
Показатели

Мероприятия
Обсуждения
Совещания
Участники
Активность сообщества

Задачи

Название	Кем создано	Кому назначено	Срок	% завершения
Развернуть систему на стендах для ОП	Дмитрий Дмитриев	Пользователь тест 1	21.02.2014	0%
Пройти испытание по ВП	Дмитрий Дмитриев	Пользователь тест 2	28.03.2014	0%
Загрузить документы	Евгения Шатилова	Дмитрий Дмитриев		0%

Communities of Practice. Tools.



Tools/Possibilities	Feature
Crowdsourcing	Gathering ideas of employees on the posed issue with possibility of assessment
Collaborative Work with Documents	Simultaneous work of two and more employees with one document
Integration into a Work Place	The entire line of Microsoft products (Office, Outlook, Lync) is integrated with CoP
Library of Documents	All information about work of community is stored in one place
Involvement/Awareness	Blogging, Wiki creation and maintenance, possibility of commenting and rating.

ROSATOM trains employees on a regular basis in organizations to work in IT System for Communities of Practice

1

**Deploy and Configure
IT Infrastructure**



2

Create Collaborative Environment



3

**Choose confident subject-matter
experts as community moderators**





POCATOM

THANK YOU FOR ATTENTION!